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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,678	03/31/2001	Wai H. Pak	M-11538 US	6116
33031	7590	02/04/2005	EXAMINER	
CAMPBELL STEPHENSON ASCOLESE, LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759			BRUCKART, BENJAMIN R	
			ART UNIT	PAPER NUMBER
			2155	

DATE MAILED: 02/04/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,678

Applicant(s)

PAK, WAI H.

Examiner

Benjamin R Bruckart

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 01 November 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-96 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-96 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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Detailed Action

Status of Claims:

Claims 1-96 are pending in this Office Action.

Claims 1-96 remain rejected under 35 U.S.C. 102(b) as being anticipated by U.S. Patent No. 5,309,563 by Farrand et al.

Response to Arguments

Applicant's arguments filed in the amendment filed 11/1/04, have been fully considered but they are not persuasive. The reasons are set forth below.

Applicant's invention as claimed:

Regarding claim 1, an inter-module communication (Farrand: col. 2, lines 55-65) comprising:
a message (Farrand: col. 2, lines 55-65), wherein
said message comprises customer relations management system information (Farrand: col. 2, lines 55-65).

Regarding claim 2, the inter-module communication of claim 1, wherein
said customer relations management system information comprises at least one of agent information and work item information (Farrand: col. 4, lines 3-12).

Regarding claim 3, the inter-module communication of claim 2, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information (Farrand: col. 25, lines 21-41).

Regarding claim 4, the inter-module communication of claim 1, wherein
said message comprises a command, said command configured to cause a module receiving said message to perform an operation (Farrand: col. 2, lines 55-65, col. 4, lines 3-12).

Regarding claim 5, the inter-module communication of claim 1, wherein
said message comprises a request, said request configured to cause a module receiving said message to reply with other customer relations management system information (Farrand: col. 2, lines 61- col. 3, line 3).

Regarding claim 6, the inter-module communication of claim 1, wherein
said message comprises a notification, said notification comprising other customer relations management system information, said other customer relations management system information being generated by a module generating said message (Farrand: col. 26, lines 4-500; updates attributes and send to host).

Regarding claim 7, the inter-module communication of claim 1, wherein
said message is communicated in order to perform a function (Farrand: col. 2, lines 55-65, col. 4, lines 3-12),

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said function is one of an agent-related function (Farrand: col. 4, lines 3-12), a work item-related function, a statistics-related function and an administrative function.

Regarding claim 8, the inter-module communication of claim 7, wherein

said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediaState request (Farrand: col. 4, lines 3-12).

Regarding claim 9, the inter-module communication of claim 7, wherein

said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnholdWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Farrand: col. 12, lines 62- col. 13, line 2; completed).

Regarding claim 10, the inter-module communication of claim 7, wherein

said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request (Farrand: col. 7, lines 57- col. 8, line 5).

Regarding claim 11, the inter-module communication of claim 7, wherein

said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Farrand: col. 23, lines 30-47; init).

Regarding claim 26, the method of claim 23, further comprising:

communicating said message from a commerce server to a universal queuing system (Farrad: col. 3, lines 32-64; col. 25, lines 20-41).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Farrad: col. 2, lines 55-65).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Farrad: col. 2, lines 55-65).

Although the examiner recognizes the differences between an inter-module communication, inter-module interface definition, a method for inter-module communication, a computer system, a computer program product, an apparatus with means or utility to forming a message, receiving a message, define and use a message. The examiner equates these to the code, features, and hardware in which the system performs the actions utilizing the message. Therefore, the examiner will equate claims in separate trees as indicated by the chart below.

1	12	23	37	46	55	65	73	81	89
2	13	24	38	47	56	66	74	82	90
3	14	25	39	48	57	67	75	83	91
4	15	27	41	50	59	69	77	85	93
5	16	28	42	51	60	70	78	86	94
6	17	29	43	52	61	71	79	87	95
7	18	30	44	53	62	72	80	88	96
8	19	31							
9	20	32							
10	21	33							

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11	22	34							
		26	40	49	58	69	76	84	92
		35	45	54	63				
		36			64				

REMARKS**The Applicant Argues:**

Applicant argues the limitation “a message, wherein said message comprises customer relations management system information.”

In response, the examiner respectfully submits:

The Farrand reference teaches a message (Farrand: col. 2, lines 55-65; command and response messages). Applicant argues the message contains customer relations management system information. Farrand teaches network management involving accounting (col. 2, lines 1-4). Management system information is persistently taught throughout Farrand. Col. 3, lines 65-4). Col. 4, line 12 where the system manager device acts as a translator with the system manager. The information exchanged can be objects or customer related information like password information (Farrand: col. 11, lines 6-20). Col. 27, lines 10-24 illustrate information that is logged and requested by a user. If the requested log is too large the error message is sent to the user.

The claims are rejected with Farrand because the broad breadth reads so openly on the claims. As the message limitation is further defined in claims 2-7, the Farrand has met the limitations. Customer relations management system information is really any information that is related between a customer client or user in management system information. The examiner suggests that if this is indeed the novel limitation of the invention, it should be detailed. Applicant's specification Page 3, lines 13-16 give an example of the customer relations management system includes “agent information.” Farrand teaches agent information in col. 4, lines 3-12.

MPEP 2164.08(a) Single Element Claim

A single element claim, i.e., where a element recitation does not appear in combination with another recited element of means, is subject to an undue breadth rejection under 35 U.S.C. 112, first paragraph. In

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re Hyatt, 708 F.2d 712, 714-715, 218 USPQ 195, 197 (Fed. Cir. 1983). When claims depend on a recited property, a fact situation comparable to Hyatt is possible, where the claim covers every conceivable structure (element) for achieving the stated property (result) while the specification discloses at most only those known to the inventor.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 8:00-5:30PM with every other Friday off.


If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hosain Alam can be reached on (571) 272-3978. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Benjamin R Bruckart
Examiner
Art Unit 2155
brb
1/31/05

BAB


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SUPERVISORY PATENT EXAMINER